Performance Work Statement
Defense Manpower Data Center (DMDC)
Enterprise Information Technology Services (EITS)
Enterprise Database Administration (ENTDBA)

1.0 INTRODUCTION

The Department of Human Resource Administration (DHRA) and associated field agencies, through the Defense Manpower Data Center (DMDC), require enterprise wide information technology services that can support its full range of IT services in order to develop, sustain and deliver new products, develop and maintain new IT systems, and design, deploy, and maintain the underlying infrastructure. The support will align IT resource expenditures with business goals and objectives and will enable an IT environment with innovative solutions that are responsive to organizational requirements.

2.0 BACKGROUND

2.1 DMDC supports major programs and initiatives within the Department of Defense (DoD) and maintains the largest archive of personnel, manpower, training, security and financial data within the DoD. The personnel data holdings, in particular, are broad in scope and date back to the early 1970's, covering all Uniformed Services, all components of the Total Force (Active, Guard, Reserve, and Civilian), and all phases of the personnel life cycle (accessions through separation/retirement). The categories of data archived at DMDC represent significant data holdings and, in most cases, provide the only single source of commonly coded data on the Uniformed Services. These data support decision-making by the Office of the Secretary of Defense for Personnel and Readiness (OUSD (P&R)), other Office of the Secretary of Defense (OSD) organizations, and a wide variety of customers both within and outside the DoD.

2.2 DMDC operates major programs that include verifying military entitlements and benefits; managing the DoD ID card issuance program; providing identity management for the DoD; helping identify fraud and waste in DoD pay and benefit systems; personnel and property identification, authentication, and access control systems; personnel evacuation support systems; conducting personnel surveys; and assisting military members and their spouses with relocations, quality of life issues and post-service job searches. DMDC is a geographically separated organization with personnel and facilities located in both Virginia (VA) and California (CA) and support offices in Germany, the Republic of Korea, Qatar and Kuwait. The Director of DMDC is located at DMDC's offices in Alexandria, VA.

3.0 SCOPE

The main goal of this Database Administration (DBA) task order is to assure and verify objects deploy correctly to the application-level databases across the DMDC application portfolio.

The contractor shall provide support for the Personnel Data Repository (PDR), Medical Satellite (MEDSAT) and related or dependent databases, systems and capabilities (per Attachment 1), to include:

- Authenticated Data Repository (ADR)
- Authenticated Data Repository Warehouse (ADRW)
- Enterprise Monitoring and Management of Accounts (EMMA)
- Real-time Automated Personnel Identification System (RAPIDS)
- Veteran Affairs (VA)
- Service members Group Life Insurance (SGLI)
- Common Update Framework (CUF)
- Data Governance (DG)
- DMDC Image Management System (DIMS) and DMDC Encounter Tracking System (DETS)
- Database Replication

4.0   REQUIREMENTS: The Contractor shall provide the personnel and management necessary to provide database administration support in accordance with attachment 1, to include:

4.1   Create and maintain Staffing Plan

Provide a Staffing Plan (SP) to the DMDC COR and GSA COR no later than (NLT) 10 business days after award. A copy of the comprehensive written SP shall be submitted to the DMDC COR and GSA COR within 5 business days when changes are made thereafter. The Contractor's SP shall detail the contractor's approach to provide DBA support across DMDC's application portfolio. This approach shall include the contractor's methodology to:

- Continue to provide timely and high quality support when key CTR personnel are out of office or responding to other urgent DBA requirements;
- Provide staffing redundancy to mitigate any deterioration to the timeliness or quality of performance in cases of staff turnover or surge in requirements
- Provide specific details of the required support for application databases on the SIPRNet
- Ensure its staff understands and complies with contractual tasks
- Allocate resources, assign tasks, and plan, direct, control, manage, and monitor tasks across the entire contractual effort

4.2   Provide Project Oversight

4.2.1   Develop project plans and follow industry standard management principles, to include risk management, critical path, resource allocation, stakeholder communication, and milestone reviews.

4.2.2   Escalate priority conflicts to the DBA government leadership for initial review and recommended actions.

4.3   Execute Enterprise DBA Activities.

4.3.1   Collaborate with project teams to provide tablespace sizing estimates for all database objects, and partitioning recommendations. In addition, collaborate across directorates in support of migrations to new technologies and infrastructures e.g. cloud, etc.

4.3.2   Participate in logical database design and modeling. Collaborate with project teams and architects to review proposed application logical data models.

4.3.3   Participate in physical database design requirements. Collaborate with project teams and architects to include these structures for review and inclusion in the physical data model.

4.3.4   Provide database support for all regions (NIPRNet & SIPRNet) through a primary/ secondary on-call personnel hierarchy. Coordinate with the Incident Management group on escalation notification and procedures. Production regions shall be supported 24/7.

4.3.5   Monitor relational database management system (RDBMS) log files proactively for database problems. If problems are found, work with the appropriate application team or the Tech Services Database Team to troubleshoot and remediate the issue.

4.3.6   Collaborate with the Systems team to proactively monitor RDBMS space utilization and request additional space in advance of outages.

4.3.7   Provide a monthly report that indicates the outages due to space incapacity. The report shall include:

- The name of the database requesting additional space
- Databases that were successful in increasing space
- Databases that received outage due to space
- Mitigation for future

4.3.8   Deploy objects into databases on the NIPRNet and SIPRNet through the established DMDC processes and provide verification of deployment. These processes may be found in the Software Delivery Lifecycle (SDLC) Process Handbook outlined in Appendix E.

4.3.9   Provide quality check on updates to databases and assure scripts/ updates to databases have the desired end result. Provide necessary feedback to project teams.

4.3.10   Review database log files for database related problem and provide mitigation.

4.3.11   Design, implement, monitor and tune Structured Query Language (SQL), Data Definition Language (DDL), and Data Manipulation Language (DML) statements stored in the database. Coordinate with Technical Services (TS) System DBAs to obtain Automatic Workload Repository (AWR) reports for databases in order to collect and analyze data to identify problems and determine overall database health. Develop, maintain, and support approved enterprise database objects (including triggers, indexes, data definition language, packages, stored procedures, views, and account profiles).

4.3.12   Ensure that all implemented database objects follow the DMDC development processes, outlined in the SDLC in Appendix E, are stored in the DMDC repository and are under configuration management and version control.

4.3.13   Monitor schema storage consumption and identify storage usage trends.

4.3.14   Provide annual consumption projections of Production application databases by June for the following fiscal year, so that additional storage can be procured, if necessary.

4.3.15   Schedule database object reorganization based on trends.

4.3.16   Assist application teams to identify pending project storage requirements.

4.3.17 Advise Systems team on application container threading as well as database connection pooling information.

4.3.18 Collaborate with Configuration Management (CM) and Enterprise Services and Tech Services teams on deployment policy and process. Once CM provides approved RDBMS objects for deployment, deploy to the respective application/project schema.

4.3.19 Provide Database Restore and Recovery support in collaboration with the Tech Services teams.

4.3.20 Participate in disaster recovery exercises as well as specific 'point in time' recoveries. The DoD Risk Management Framework (RMF) process requires at least one annual disaster recovery exercise. These exercises are performed outside of normal business hours. DMDC anticipates no more than four disaster recovery exercises a year.

4.3.21 Determine the backup start point and the recovery end point in order to restore the database to its proper production state.

4.3.22 Perform database conversions and migrations in support of application changes.

4.3.23 Support, maintain, and keep the test, development, and pre-production databases and database configurations consistent across environments, while providing database refresh of all database instances.

4.3.24 Support data extracts from production databases in response to DMDC Data Requests. Ensure all DMDC privacy policies are enforced when extracting PII.

4.3.25 Assist those in the areas of Data Quality Control and Quality Assurance in verifying the accuracy and completeness of the data in DMDC databases (e.g. Personnel Data Repository (PDR), Joint Verification System (JVS), RAPIDS/CAC). If production data correction is required the correction scripts/programs must be tested in a test or model office prior to being executed in production. All original data should be backed up prior to the production execution and recovery scripts should be coded as well.

4.3.26 Maintain the database maintenance dashboard and reports which monitors task support requests. The contractor shall leverage the existing issue tracking reporting capability, JIRA, for dashboard, trending, and status.

4.3.26.1 Maintain the Standard Operating Procedures (SOP) for the dashboard that outlines the usage of this capability in order to obtain visibility and manage results.

4.3.27 Collaborate with the Tech Services teams to establish/control database security.

4.3.28 Report any unauthorized DDL activities to the appropriate government information assurance officers.

4.3.29 Maintain and operate consistent with all ENTDBA SOP Manuals and checklists, located in Appendix A-D.

4.3.30 Provide feedback to application personnel on how to effectively query database tables. Review and suggest query improvements explaining the rationale behind the changes. Advise them on RDBMS tools which will assist them in constructing efficient database queries. Response time to requests shall be consistent with the SOP outlined in Appendix C: Enterprise DBA Task Request SOP.

4.3.31 Make changes to database replication based on new requirements. Configure, maintain and monitor replication for errors and data consistency.

4.3.32 Verify replicated database synchronization utilizing the appropriate function and resolve any inconsistencies.

4.3.33 Provide ongoing analysis, design, implementation, support, and sustainment of consolidated enterprise database assets that are within scope of this task order.

4.3.34 OPTIONAL TASK Support Additional Databases **NTE $250k** (To be definitized at the time of exercising. May exercise more than once based on Attachment 1 OPTIONAL CLIN section).

4.4   Reports and Meetings

4.4.1   Expenditure and Resource Report.

The Contractor shall provide an Expenditure and Resource Report (ERR) to the DMDC COR and GSA COR on a monthly basis. The Contractor shall submit the monthly ERR by the twenty-fifth (25th) calendar day of each quarter. This report shall detail the amount that will be billed to the Government and the resources assigned to each project that is being worked by the contractor in support of this PWS. Each report shall provide details on the previous month, the current month and cumulative task order costs by project.

**4.4.2   **Ensure all deliverables are submitted to the Government with a completed evaluation checklist. Track returned and completed evaluation checklists from the Government PM to include, accepted checklists, dates, checklists that are not accepted, and the contractor's rewrite submission until the deliverable is accepted.

**4.4.3   **Maintain the DBA SharePoint site to keep the calendar and point of contacts listed current. All deliverables and artifacts provided shall be maintained on the DBA SharePoint site.

**4.4.4   **Facilitate and participate in Task Order Kick-Off Meeting within 10 business days of task order award. Distribute Task Order Kick-Off Meeting Minutes notes within 3 business days of Kick-Off Meeting; meeting minutes shall include action item register and shall be executed by the contractor.

4.4.5   In-Progress Review (IPR)

Participate in the weekly IPR conference to discuss on-going project progress, review issues, plan for changes going forward, and address any outstanding action items. These conferences are used to summarize activities that have been performed since the previous call and discuss the status of activities going forward.

4.4.5.1 Maintain the IPR briefings and minutes via the DBA SharePoint site, and/or other communication forums within three business days of the meeting.

**4.4.6   **Participate in weekly team meetings to discuss technical and operational subjects.

4.4.7   Senior Management Review (SMR)

The Contractor shall follow the requirements identified in PWS Section 5.8.6 of the EITS II Base IDIQ.

5.0   DELIVERABLES

The contractor shall provide the following deliverables and reports, the format of which to be defined or approved by the Government.

Deliverable	PWS Reference	Due Date
Staffing Plan (SP)	4.1	10 business days after task order award, and 5 business days for changes.
Monthly Outage Report	4.3.7	Monthly, NLT 5th working day after the end of the calendar month
Annual Application Schema Usage Estimates	4.3.14	NLT 05/31/20
DBA task request Dashboard Updates	4.3.26	As required
Dashboard Standard Operating Procedures	4.3.26.1	As required
Provide suggested updates to the DBA Standard Operations Procedures	4.3.29	Monthly
Expenditure and Resource Report	4.4.1	Quarterly
Project SharePoint Sites Maintenance	4.4.3	14 business days after task order award and 7 business days after project kick offs. Further changes as needed.
Task Order Kick-Off Meeting Minutes	4.4.4	3 business days from Kick-Off Meeting
Kick-Off Action Item Register	4.4.4	3 business days from Kick-Off Meeting
In-Progress Review Briefing/Minutes	4.4.5.1	Weekly
Senior Management Review (SMR)	4.4.7	15th of each month
Problem Notification Reports (PNR)	6.5	NLT 5 business days after identification of problem

6.0   QUALITY SURVEILLANCE

6.1   The Government reserves the right to perform inspections and surveillance to evaluate the Contractor's compliance to the contract terms and performance of the requirements in the PWS. The Government will make every effort to ensure that the surveillance methods described below are conducted in an objective, fair, and consistent manner.

6.2   Periodic Surveillance. This action occurs when the COR or other Government official observes a deficiency. Examples include evidence from accidents, incidents, or delays. Regardless of where in the line-of-duty the COR observes contractual procedures not being followed, he/she has an obligation to document and report the deficiency to the Contracting Officer.

6.3   Customer Complaint Surveillance. This action is instituted when the COR receives a complaint from a stakeholder (stakeholder organizations include P&R IM, DPRIS User Agencies, Military Service Repository Owners, and the Defense Information Systems Agency) regarding contractor service. The COR will obtain the complaint in writing and then conduct an investigation to determine its validity. If the complaint is deemed valid, the COR will immediately notify the contracting Officer for action. The COR will notify both the Contract Manager and the complainant of the Government's response to their complaint.

6.4   Contract Discrepancy Report (CDR).

The Contractor shall follow the requirements identified in PWS Section 5.8.8 of the EITS II Base IDIQ.

6.5   Problem Notification Reports (PNR)

The Contractor shall follow the requirements identified in PWS Section 5.8.7 of the EITS II Base IDIQ

6.6   The table below identifies the Critical Performance Elements and the respective Performance Standards and Acceptable Quality Levels (AQLs) which the Government will use to determine contractor performance. The incentive for achieving the Acceptable Quality Levels (AQLs) listed in the table below is a positive past performance evaluation. Failure to meet the performance metrics below will result in negative past performance evaluations.

Past Performance Evaluations will be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all government agencies to review. Past Performance Evaluations will contain detailed narratives explaining reasons for positive and negative assessments.

6.7   Performance Objective and Thresholds:

PERFORMANCE OBJECTIVE	PERFORMANCE THRESHOLD	METHOD OF SURVEILLANCE
Quality of Service: deliverables are complete and accurate	No more than one (1) set of corrections required for any product provided for a given deliverable. All corrections submitted within one (1) working day of the negotiated suspense.	100% inspection

Schedule: Deliverables are submitted on time.	No more than one (1) late deliverable per month. No deliverable late more than five (5) business days.	100% inspection
Business Relations: Proactive in identifying problems and recommending implementable solutions	Clear and consistent written or verbal responses and/or acknowledgement within one (1) business day of initial government notification.	100% inspection
Collaborate with the Systems team to proactively monitor RDBMS space utilization and request additional space in advance of outages.	Requests to increase space shall be made before outage occurs 98% of the time.	100% inspection

6.8   Reports, documents, and narrative type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected. The general quality measures, set forth below, will be applied to each deliverable received from the Contractor under this order:

- Accuracy – Deliverables shall be accurate in presentation, technical content, and adherence to accepted elements of style.
- Clarity – Deliverables shall be clear and concise; engineering terms shall be used, as appropriate. All diagrams shall be easy to understand, legible, and relevant to the supporting narrative. All acronyms shall be clearly and fully specified upon first use.
- Specifications Validity – All Deliverables must satisfy the requirements of the Government.
- File Editing – Where directed, all text and diagrammatic files shall be editable by the Government.
- Format – Deliverables shall follow DMDC guidance. Where none exists, the Contractor shall coordinate approval of format with the COTR.
- Timeliness – Deliverables shall be submitted on or before the due date specified

7.0   **GOVERNMENT FURNISHED PROPERTY/EQUIPMENT/INFORMATION (GFP/GFE/GFI)**

Government Furnished Equipment (GFE) and Government Furnished Information (GFI) will be provided as necessary for the Contractors located on site. Provided equipment will cover a broad spectrum to include office space, office equipment (desk, chairs, tables, cabinets, copiers, furniture, etc.), and IT/telecommunications equipment (computers, servers, peripherals, telephone systems, etc.)

The Government will provide all software code, in all forms and formats for the supported systems; system documentation, including architecture and design documents; complete database schemas and dictionaries; architecture and design documentation on services and APIs; training materials; current manuals; system and operational scripts; hardware; commercial off-the-shelf software; hosting facilities; and all other relevant materials and equipment. The Government will facilitate and coordinate efforts with related Government entities required for system performance, operations, and support.

8.0 PLACE OF PERFORMANCE / HOURS OF OPERATION

The Government requires two full time equivalent (FTE) with Secret security clearances on site at DMDC facilities in Seaside, CA at all times. The remaining percentage of work may be performed in Seaside or by telework. Any work performed at other locations must be identified in the formal submission and approved by the Government. Occasional travel may also be required, as noted in PWS Section 10.0 Contractor Travel.

The contractor is responsible for conducting business between the hours of 8 a.m. ET to 5 p.m. PST, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. The work under this task may require off hours support during evening and weekend hours particularly for Tier 3 support and production implementations.

9.0 PERIOD OF PERFORMANCE

The period of performance for this Task Order will be 12-months from date of award (with four (4) 12 month option periods).

10.0   CONTRACTOR TRAVEL

The cost reimbursable not-to-exceed travel limit is estimated at **$5,000.00** for each period of performance.   It is noted that the travel costs set forth are estimates and the Government reserves the right to increase or decrease this estimate during performance as necessary to meet requirements. Any travel requirements that arise in excess of the limitations set forth above shall be incorporated through a modification to this task order.

 Local or long-distance travel may be required to various locations CONUS and OCONUS, as directed by the Government on a cost-reimbursable basis in accordance with the Joint Travel Regulations (JTR) Standardized Regulations per FAR 31.205-46, Travel Costs. Before contractor travel is executed, authorization must be given by the DMDC COR and GSA COR.

All non-local travel must be pre-approved by the Government and must be in accordance with the applicable Government Travel Regulation.

Note: Specific travel destinations cannot be determined at this time. Travel will be performed at the direction of the Government on a not to exceed basis. Any unused travel amount for the current period of performance will NOT be carried over to the next period of performance. If travel costs are expected to exceed this amount, the contractor shall notify the Contracting Officer's Representative (COR) and obtain written authorization from the GSA Contracting Officer prior to travel.

Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel.

11.0   SECURITY

The contractor shall comply with all security requirements detailed in the base IDIQ contract.

In addition, certain contractor personnel under this task order shall hold fully-adjudicated and active Secret security clearances, as directed by the Government. Contractor personnel shall possess these security clearances at Task Order award.

12.0   INSPECTION, ACCEPTANCE AND PAYMENT

The Government will designate officials who have been delegated specific technical, functional and oversight responsibilities for this contract. The designated officials are responsible for inspection and acceptance of all services, incoming shipments, documents and services.

Delivery Address. All deliverables shall be submitted to the designated DMDC POC's.
Additionally, if directed, the Contractor shall upload the deliverables into the GSA ITSS Portal.

Method of Delivery. The Contractor shall provide all deliverables and reports in the format of which to be defined or approved by the Government and subject to change over the course of the task order.

Acceptance Criteria. Acceptance by the Government of satisfactory services provided in contingent upon the Contractor performing in accordance with the performance standards contained in EITS Contract ID03180056 and all terms and conditions of this Task Order, including all modifications.

Acceptance of Deliverables. The Government has 15 calendar days to review any draft documents and notify the contractor of approval or recommended changes to be made in the final version. If the Government does not provide an approval within the 15 calendar days, the Contractor shall not assume

that the deliverable is accepted by the Government. The contractor shall request a status update from the GSA COR. Final deliverables are then due within 10 business days after receipt of any Government comments on the draft. The Government COR has the final determination as to the format and the method that deliverables are submitted.

Invoicing

Requirements identified in the GSA Invoice Clause included in the EITS II Section B to E will be followed.